

FIG. 3

FLows AND CONTENTS OF ITEMS OF INFORMATION
IN THE CASE OF REPLACING PARTS OF VEHICLE

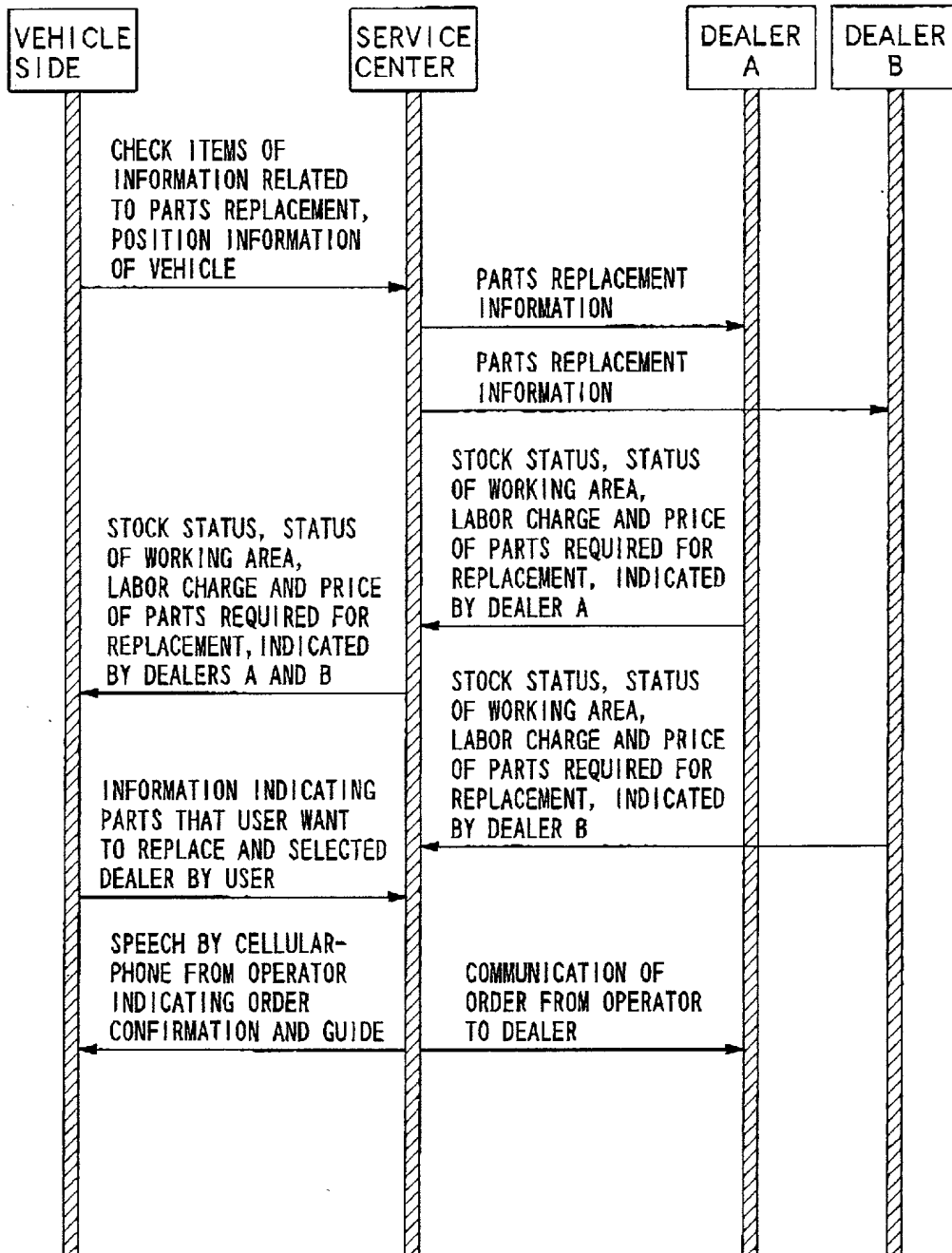


FIG. 5

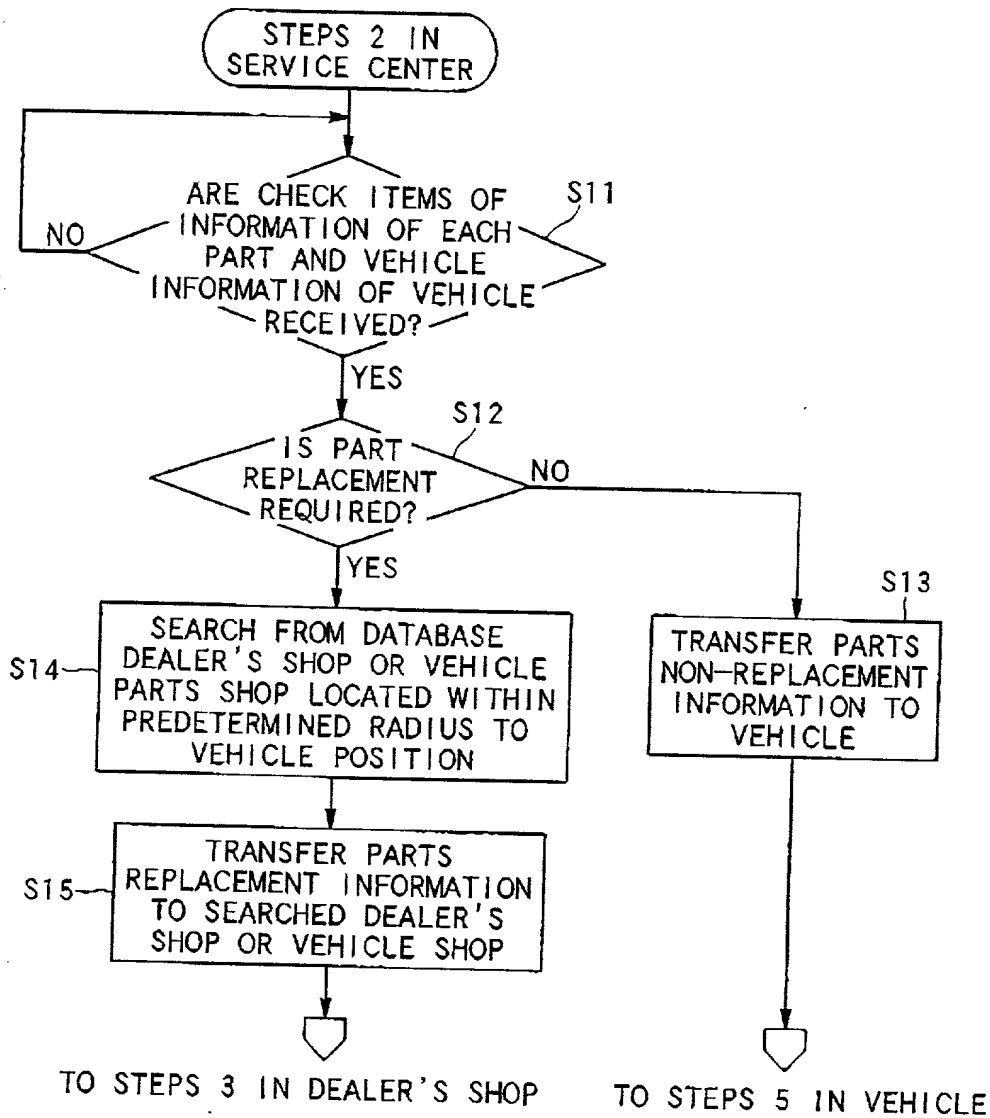


FIG. 6

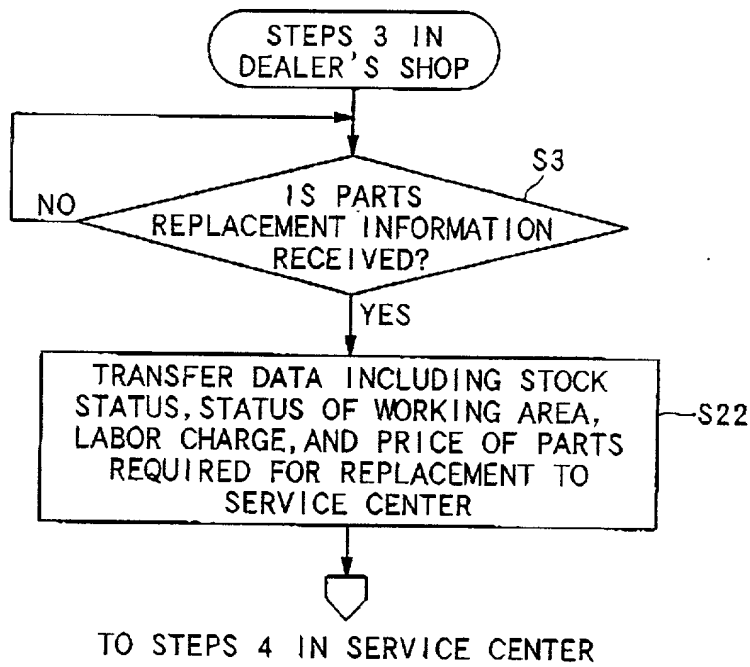


FIG. 7

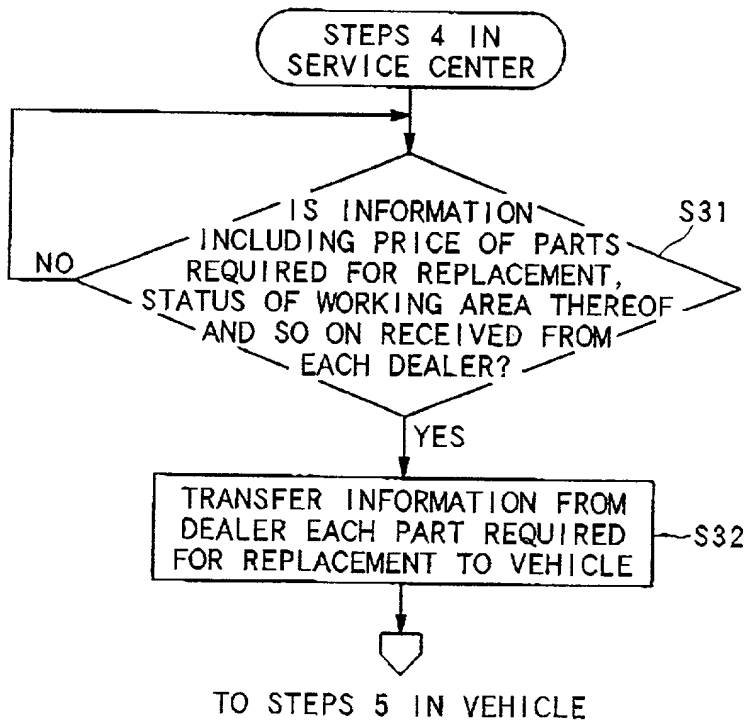


FIG. 8

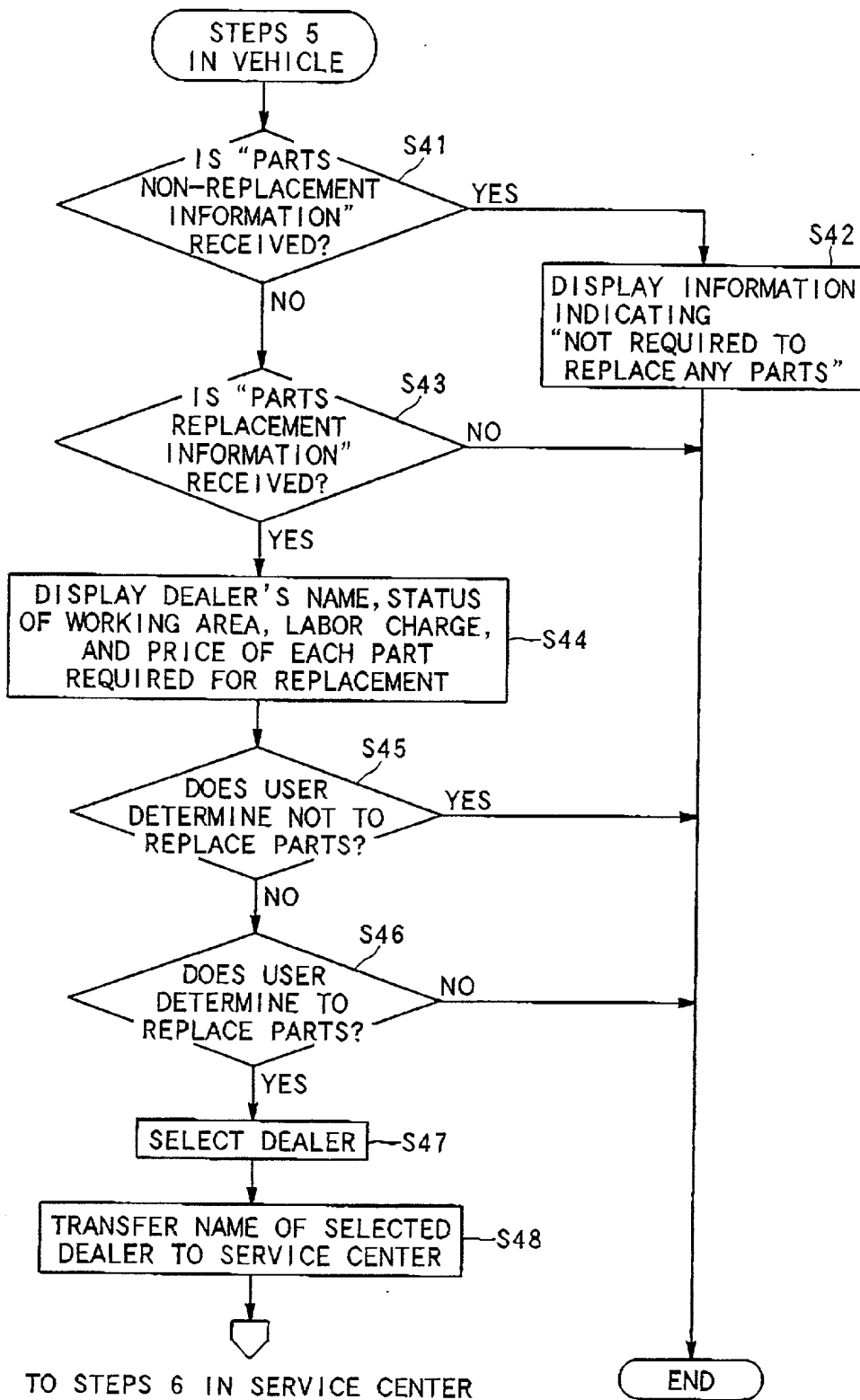


FIG. 9

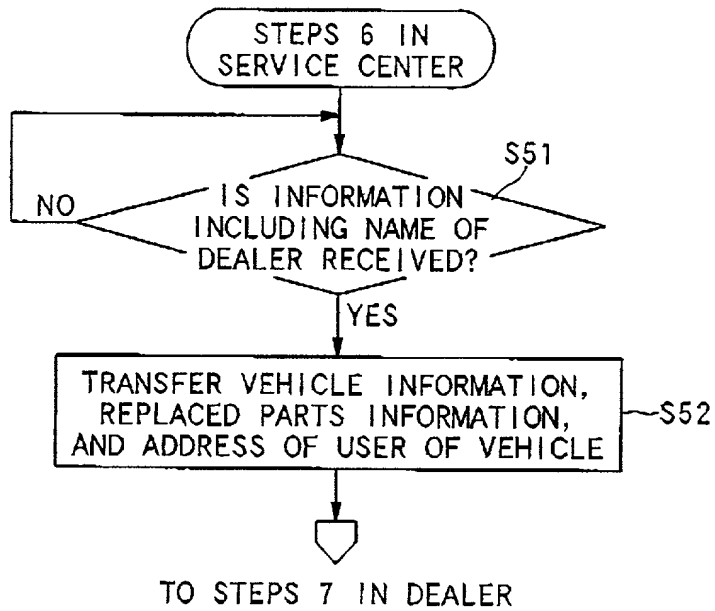


FIG. 10

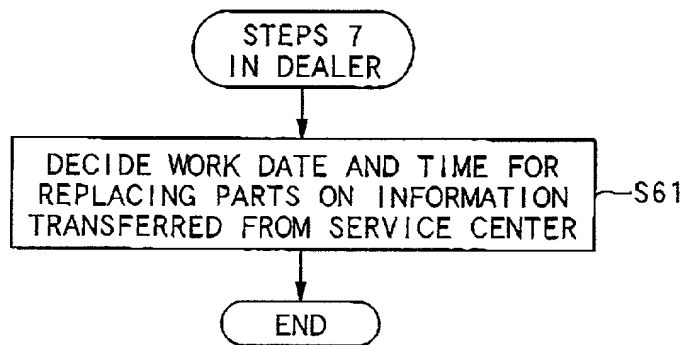


FIG.11

EXAMPLE OF DISPLAYED INFORMATION PROCESSED BY COMPUTER OF
SERVICE CENTER AND TRANSFERRED FROM VEHICLE TO SERVICE CENTER

| VEHICLE NAME:MI... | | | CHECK DATE AND TIME:2000/12/01 |
|--|---------------|----------------------|--------------------------------|
| VEHICLE POSITION:SAITAMAKEN SAKATOSHI... | | | |
| USER:TAROU YAMANAKA | | | CONTACT ADDRESS:090-3... |
| NAME OF CHECKING UNIT | RECORD | CHECKED RESULT | |
| MILEAGE | 41,000km | — | |
| OIL REPLACEMENT DATE | 2000/06/03 | REPLACEMENT REQUIRED | |
| OIL FILTER REPLACEMENT DATE | 2000/01/10 | REPLACEMENT REQUIRED | |
| BRAKE PAD | REMAINING 85% | — | |
| TIRE REPLACEMENT DATE | 1998/10/02 | REPLACEMENT REQUIRED | |
| LIGHT VALVE | 2000/10/03 | — | |

FIG.12

EXAMPLE OF DISPLAYED INFORMATION
TRANSFERRED FROM SERVICE CENTER TO DEALER

| | | | |
|---|--------------|---------------------|--|
| MANUFACTURER: MI... | | VEHICLE NAME: MI... | |
| NAME OF PARTS REQUIRED FOR REPLACEMENT | MODEL NUMBER | MANUFACTURER | |
| TIRE(225/SR15) | TNW-225/SR15 | YOK... | |
| OIL | DW3 | A... | |
| OIL FILTER | M16-C | MI... | |

FIG.13

EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM DEALER TO SERVICE CENTER

| | | | | | | | |
|---|--------------|--------------|-----------------|---------------------------|--------|-----------------|-----------------|
| DEALER'S NAME: DEALER A | | | | | | | |
| NAME OF PARTS REQUIRED FOR REPLACEMENT | MODEL NUMBER | MANUFACTURER | STOCK STATUS | STATUS OF WORKING AREA | PRICE | LABOR CHARGE | TOTAL AMOUNT |
| TIRE(225/SR15) | TNW-225/SR15 | YOK... | NO STOCK | — | — | — | — |
| OIL | DW3 | A... | STOCK | POSSIBLE AT ONCE | ¥2,000 | ¥500 | ¥2,500 |
| OIL FILTER | M16-C | MI... | STOCK | POSSIBLE AT ONCE | ¥3,500 | ¥500 | ¥4,000 |

FIG.14

404 EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM SERVICE CENTER TO VEHICLE

NAME OF PARTS REQUIRED FOR REPLACEMENT:TIRE(225/SR15) NAME OF PRESENTLY USED PARTS:TNW-225/SR15

| DEALER'S NAME | MODEL NUMBER | MANUFACTURER | STOCK STATUS | STATUS OF WORKING AREA | PRICE | LABOR CHARGE | TOTAL AMOUNT |
|-----------------|--------------|--------------|--------------|------------------------|---------|--------------|--------------|
| DEALER'S NAME A | — | — | NO STOCK | — | — | — | — |
| DEALER'S NAME B | TNW-225/SR15 | YOK... | STOCK | WAIT FOR 2 HOURS | ¥12,000 | ¥500 | ¥12,500 |
| DEALER'S NAME C | DWW-225/SR15 | BRI... | STOCK | POSSIBLE AT ONCE | ¥10,000 | ¥500 | ¥10,500 |

DEALER'S DETAIL INFORMATION 405

NOT REPLACE 401

NEXT PART INFORMATION 402

FIG.15

409 EXAMPLE OF DEALER'S DETAIL INFORMATION

DEALER'S NAME:DEALER C ADDRESS:SAITAMAKEN SAKATOSHI... TEL:049...

| NAME OF PARTS REQUIRED FOR REPLACEMENT | MODEL NUMBER | MANUFACTURER | USED PART | STATUS OF WORKING AREA | PRICE | LABOR CHARGE | TOTAL AMOUNT |
|--|--------------|--------------|-----------|------------------------|---------|--------------|--------------|
| TIRE | DWW-225/SR15 | BR I... | DIFFERENT | POSSIBLE AT ONCE | ¥10,000 | ¥500 | ¥10,500 |
| OIL | DW3 | A... | SAME | WAIT FOR 20 MIN | ¥2,000 | ¥500 | ¥2,500 |
| OIL FILTER | M16-C | M I... | SAME | WAIT FOR 20 MIN | ¥3,500 | ¥500 | ¥4,000 |

RETURN 407

ORDER 408